

# Migrating Toward Meaningful Use: The State of Health Information Exchange

A Report Based on the Results of the eHealth Initiative's 2009  
Sixth Annual Survey of Health Information Exchange



# All Lines are Muted

- All non-speaker lines are muted
- The operator will provide instructions on how to raise your hand if you want to ask a question during the Q&A section
- You can also send a question to the presenters through the Readytalk viewer

# Thank You to InterSystems

Thank you for supporting the dissemination of the results of the eHealth Initiative's 2009 *Sixth Annual Survey of Health Information Exchange*

# INTERSYSTEMS

# **Welcoming Remarks**

**Jennifer Covich Bordenick**

**Chief Operating Officer, Interim CEO,  
eHealth Initiative**

# Event Agenda

- Overview of the *Sixth Annual Survey of Health Information Exchange* – **Jennifer Covich Bordenick**
- Health Information Exchange Reactor Panel
  - **Jennifer Covich Bordenick** - Moderator
  - **Ted Kremer**, Executive Director, Rochester RHIO
  - **Trudi Matthews**, Director of Policy and Public Relations, HealthBridge
  - **Jamie Welch**, Chief Information Officer, Louisiana Rural Health Information Exchange (LARHIX)
- Audience Q&A Session

# **Migrating Toward Meaningful Use: The State of Health Information Exchange**

**Jennifer Covich Bordenick**

Chief Operating Officer, Interim CEO,  
eHealth Initiative

# Quick Background on eHI Survey

- Since 2004, eHI has conducted an annual survey to look at activities and maturation of health information exchange (HIE) initiatives
- Data used by public agencies such as ONC, AHRQ, CDC and HHS to inform strategies related to health IT
- Responses to the survey are self-reported
- Report provides detailed look at what is working and where it is working

# How Many Initiatives Are There?

- **The number of initiatives involved in health information exchange is growing.**
  - 67 health information exchange initiatives responded to the eHI survey for the first time.
  - There are at least 193 active initiatives involved in health information exchange.
    - 150 initiatives responded to the survey.
    - eHI identified 43 additional initiatives from the 2008 survey which are still functioning, but did not complete this year's survey.
- Directory of all exchanges is available online at [www.ehealthinitiative.org](http://www.ehealthinitiative.org)

# Health Information Exchange Initiatives Across the United States



- 2009 Survey Participant
- 2008 Survey Participant (still active)

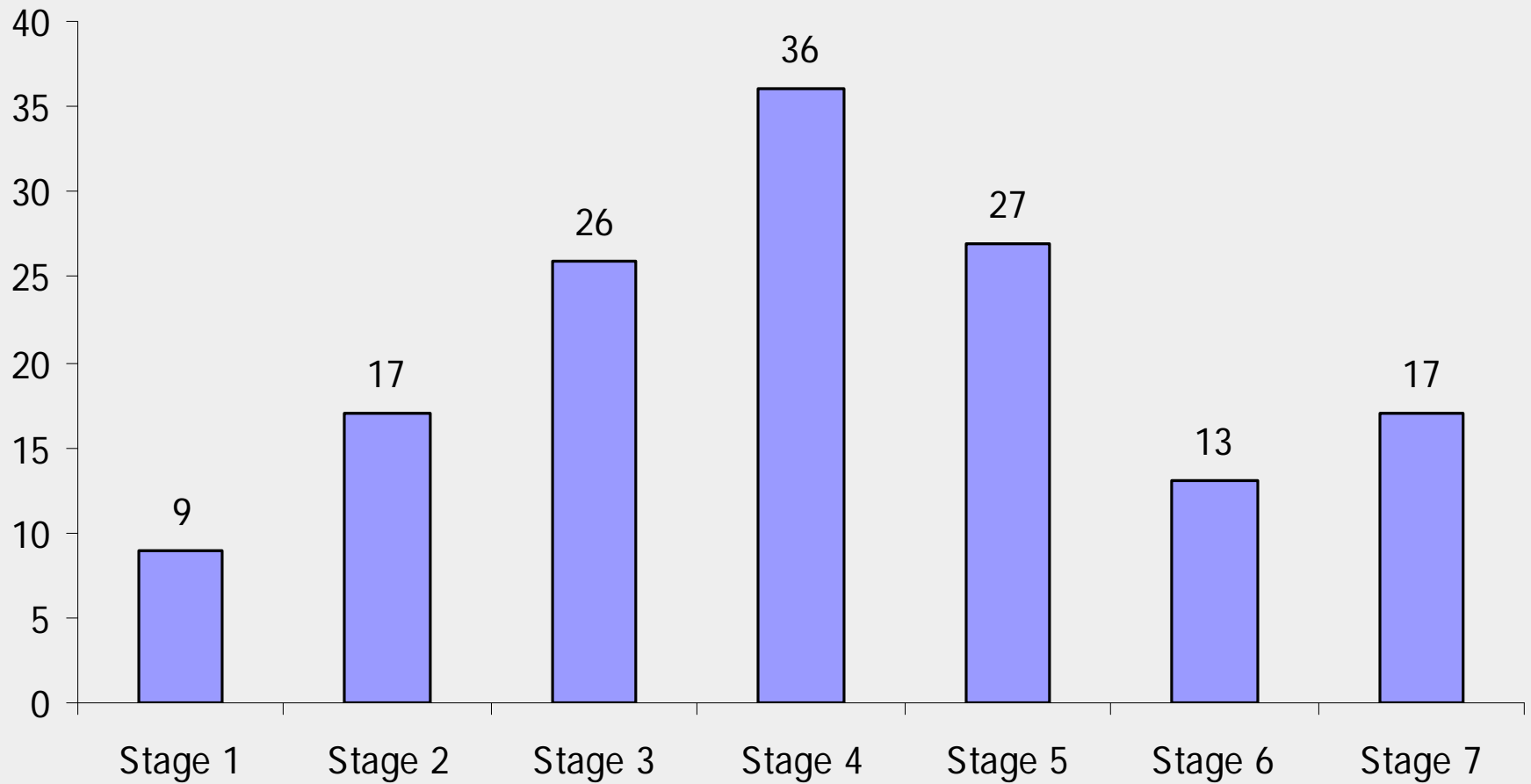
# How Advanced Are They?

# eHI Stages of Development

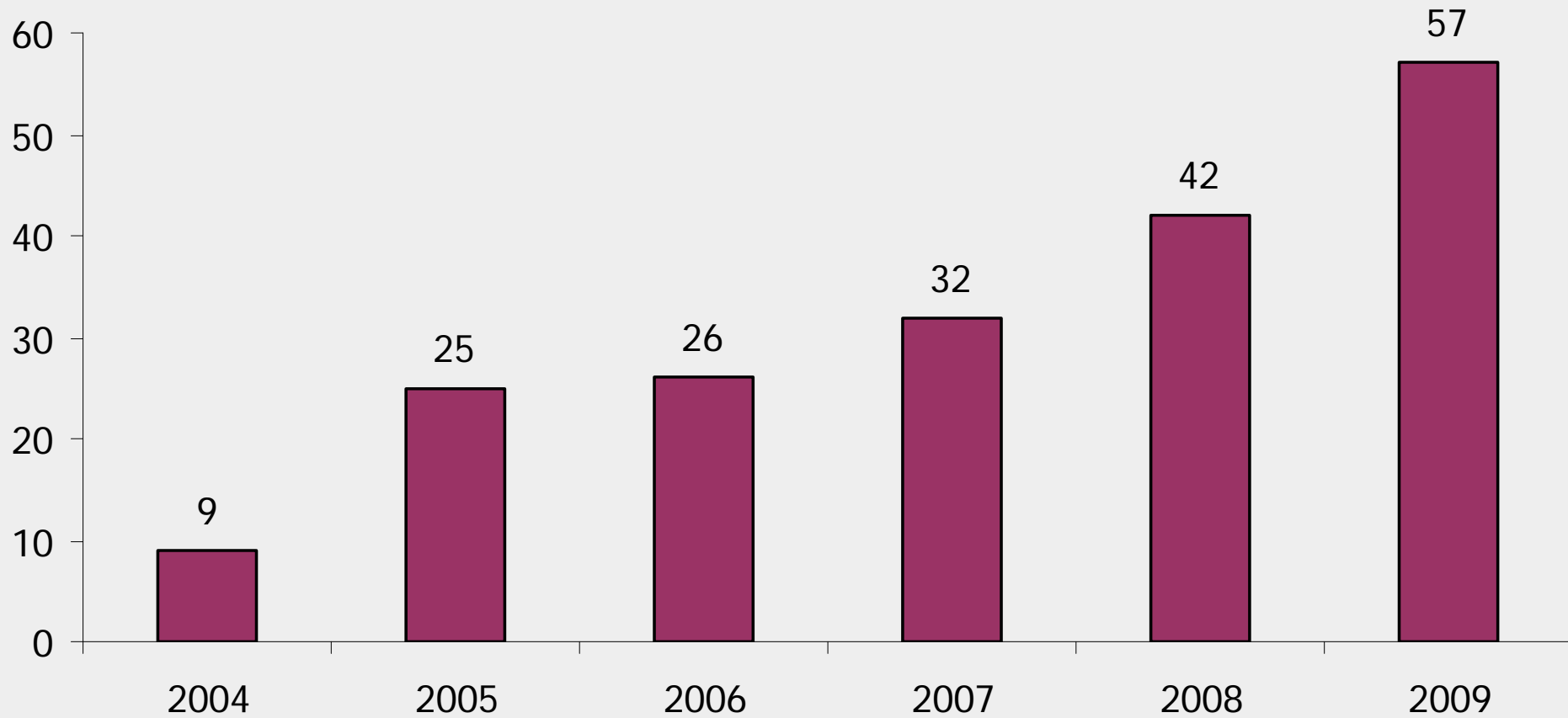
<b>Stage 1</b>	Recognition of the need for health information exchange among multiple stakeholders in your state, region or community. (Public declaration by a coalition or political leader)
<b>Stage 2</b>	Getting organized; defining shared vision, goals, and objectives; identifying funding sources, setting up legal and governance structures. (Multiple, inclusive meetings to address needs and frameworks)
<b>Stage 3</b>	Transferring vision, goals and objectives to tactics and business plan; defining your needs and requirements; securing funding. (Funded organizational efforts under sponsorship)
<b>Stage 4</b>	Well under way with implementation –technical, financial and legal. (Pilot project or implementation with multiyear budget identified and tagged for a specific need)
<b>Stage 5</b>	Fully operational health information organization; transmitting data that is being used by healthcare stakeholders.
<b>Stage 6</b>	Fully operational health information organization; transmitting data that is being used by healthcare stakeholders and have a sustainable business model.
<b>Stage 7</b>	Demonstration of expansion of organization to encompass a broader coalition of stakeholders than present in the initial operational model.

} OPERATIONAL

## 2009 HIE Stages of Development

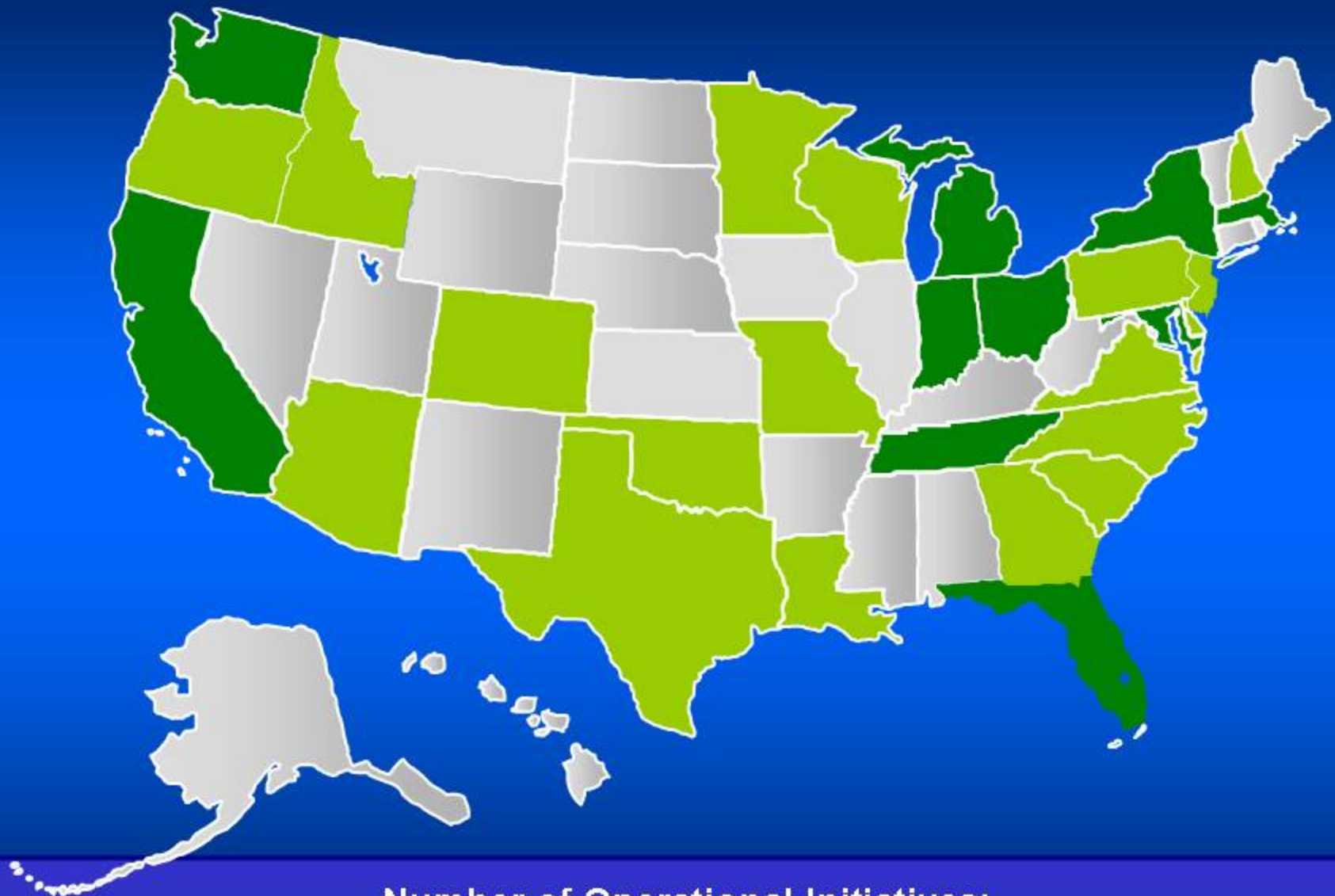


## Operational HIE Initiatives (2004-2009)



# Where Are They?

# States with Operational HIE Initiatives



Number of Operational Initiatives:

None

One

Two or more



# Who Is Exchanging Health Information?

## Stakeholder Organizations Exchanging Data

	2008	2009	Change (+/-)
Hospitals	31	48	+17
Primary care physicians	24	42	+18
Community and/or public health clinics	20	32	+12
Specialty care physicians	21	30	+9
Independent laboratories	14	26	+12
Outpatient/Ambulatory surgery centers	11	22	+11
Pharmacies	8	20	+12
Behavioral or mental health providers	12	19	+7
Health plans	14	19	+5
Local Public Health Department	13	19	+6
Independent radiology centers	10	18	+8
Pharmacy benefit management companies	7	18	+11
Healthcare IT suppliers	9	15	+6
State Public Health Department	5	15	+10
Medicaid	5	13	+8
Consumers	3	10	+7
Employers or health care purchasers	5	9	+4

# What Information Is Exchanged?

Data Currently Exchanged				
	2008	2009	Change (+/-)	
Laboratory	26	49	+23	
Medication data (including outpatient prescriptions)	n/a	48	n/a	
Outpatient laboratory results	25	45	+20	
Outpatient episodes	23	43	+20	
Radiology results	23	39	+16	
Emergency Department episodes	27	36	+9	
Inpatient diagnoses & procedures	27	35	+8	
Care summaries	n/a	34	n/a	
Inpatient discharge summaries	n/a	32	n/a	
Pathology	18	32	+14	
Dictation / transcription	20	31	+11	
Cardiology	15	27	+12	
Claims: pharmacy, medical, and/or hospital	n/a	27	n/a	
Enrollment / eligibility	17	25	+8	
Pulmonary	13	23	+10	

## Current Functionalities for Data Exchange

	2008	2009	Change (+/-)
Results delivery (e.g. laboratory or diagnostic study results)	31	44	+13
Connectivity to electronic health records	n/a	38	n/a
Clinical documentation	38	34	-4
Alerts to providers	26	31	+5
Electronic prescribing	n/a	26	n/a
Enrollment or eligibility checking	29	25	-4
Electronic referral processing	17	21	+4
Consultation/referral	23	20	-3
Clinical decision support	n/a	19	n/a
Disease or chronic care management	19	19	0
Quality improvement reporting for clinicians	14	19	+5
Ambulatory order entry	n/a	16	n/a
Disease registries	11	16	+5
Reminders	14	16	+2
CCR/CCD summary record exchange	n/a	15	n/a
Public health: case management	7	13	+6
Public health: surveillance	9	13	+4
Quality performance reporting for purchasers or payers	9	12	+3
Connectivity to personal health records	n/a	10	n/a

# How Do You Pay For It?

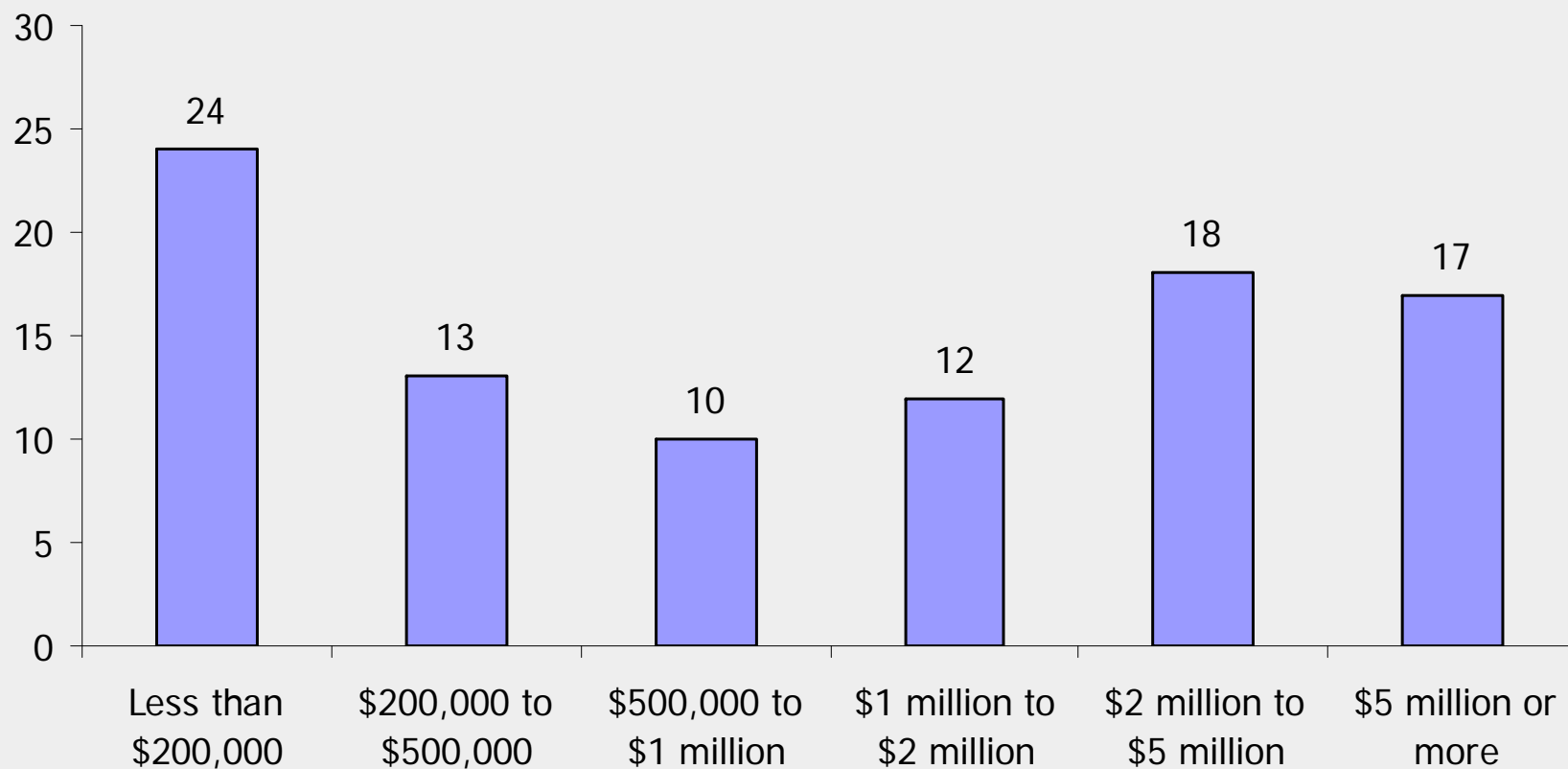
Sources of Start-up Funds	
	2009
State government grants and contracts	43
Hospitals	42
Federal government grants and contracts	39
Payers – private	26
Philanthropic sources	19
Local government grants and contracts	17
Physician practices	15
Payers - public (Medicare/Medicaid)	12
Medical societies	11
Purchasers and employers	10

## Ongoing Revenue Sources

	2008	2009	Change
Hospitals	26	26	0
Physician practices	16	16	0
Payers – private	12	14	2
Laboratories	9	11	2
State government grants and contracts	n/a	10	n/a
Federal government grants and contracts	15	9	-6
Public health	8	7	-1
Local government grants and contracts	n/a	6	n/a
Payers - public (Medicare/Medicaid)	10	5	-5

# What Is The Cost?

### Amount of Start-up Funds Received



# Time to Become Operational

- 2- 3 Years - 30 Operational HIEs
- 1 Year of Less – 10 Operational HIEs
- 4 Years or More – 9 Operational HIEs

# What Is The Impact?

# Cost Savings

- **Cost savings resulting from health information exchange were reported by 40 operational initiatives**
  - Reduced staff time spent on handling lab and radiology results (26 operational initiatives).
  - Reduced staff time spent on clerical administration and filing (24).
  - Decreased dollars spent on redundant tests (17).
  - Decreased cost of care for chronic care patients (11).
  - Reduced medication errors (10).

# Impact on Physician Practices

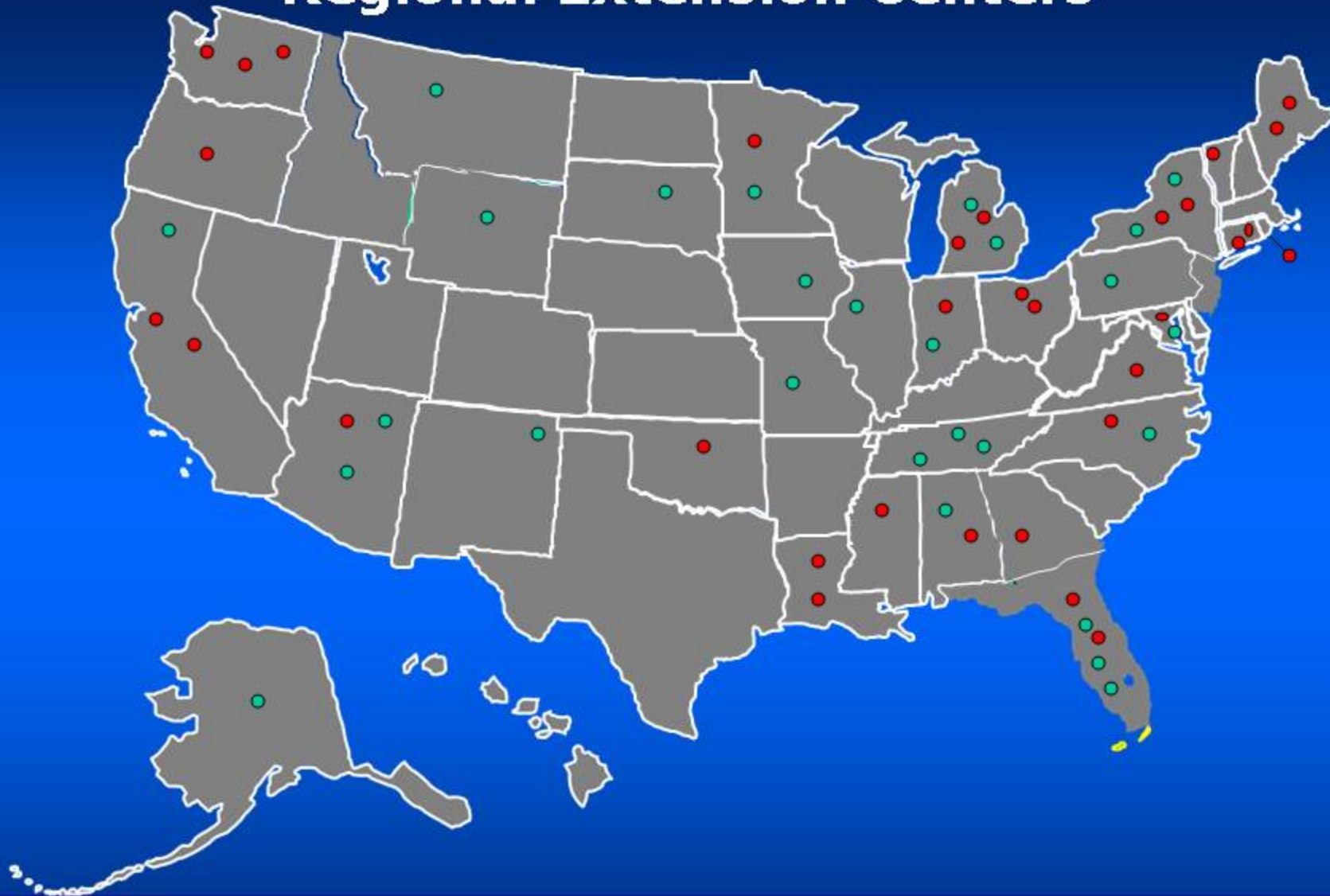
- **Health information exchange has had a positive impact on physician practices allowing them to become more efficient without disrupting care.**
  - Improved access to test results and resultant efficiencies on practice (28 operational initiatives).
  - Improved quality of practice life (i.e., less hassles looking for information, getting home sooner at the end of the day, etc) (24).
  - Reduced staff time spent on handling lab and radiology results (23).
  - Reduced staff time spent on clerical administration and filing (22).

# How Do Initiatives Help?

# What are initiatives doing to help with implementation?

- Technical assistance for implementation with clinicians (52 initiatives)
- Technical assistance for implementation in hospitals (43)
- Workflow modification guidance for clinicians (43)
- Liaison between public and private health IT efforts in service area (41)
- Vendor-neutral advice on purchasing decisions (34)
- Workflow modification guidance for hospitals (33)
- Providing implementation guides for health information exchange (33)
- Hosting a support hotline for providers (31)
- Dissemination of best practices and research (30)
- Coordinating financial incentives within the market (19)
- Supporting quality improvement or performance reporting for purchasers and/or payers (18)

# Regional Extension Centers



- Prepared to become a Regional Extension Center
- Interested in becoming a Regional Extension Center, but additional support needed

# What Hurdles Exist?

# What Are the Challenges?

- Addressing privacy and confidentiality issues – HIPAA and other (93 initiatives identified this as a pressing challenge).
- Defining the value that accrues to the users of the health information exchange (92).
- Developing a sustainable business model (90).

# What's Next?

# Looking Forward

1. Help define a clear role for health information exchange in meaningful use.
2. Measure and document improvements in patient care, savings and value.
3. Expand secure services to patients.
4. Increase implementation assistance and related services to clinicians.

# Looking Forward (cont'd)

5. Advocate for support from both the public and private sector.
6. Support the national health information infrastructure.
7. Pay close attention to disbursement of funds and projects.
8. Ensure best practices, lessons learned and successful strategies are documented and shared broadly.

# Concluding Remarks

- Increased focus and funding, it is very likely this trend will continue or accelerate
- eHI's 2010 survey-- the roll-out of the health information exchange-related provisions of ARRA may have great impact
- Improvements in patient care delivery, savings and efficiencies resulting from initiatives could play a major role in health care reform

# HIE Case Studies

- eHI has conducted interviews and drafted case studies on the following organizations:
  - Michiana Health Information Exchange ( MHIN) - South Bend, IN
  - MedVirginia - Richmond, VA
  - Louisiana Rural Health Information Exchange (LARHIX)- Pride, LA
  - HealthBridge - Cincinnati, Ohio
  - Rochester RHIO - Rochester, NY
  - Rhode Island Quality Institute (RIQI) – Providence, Rhode Island
  - \*Santa Cruz County Health Information Exchange, Santa Cruz, CA
  - \*Massachusetts eHealth Collaborative (MAeHC) – Boston, MA
  - \*Arizona Medical Information Exchange (AMIE), Phoenix, AZ

\* = not yet available online

# Website Resources

- Directory of initiatives online
  - Location, mission, descriptions, stage of development
- Case studies on initiatives across the nation online
- Downloadable copies of maps and charts from reports online

[www.ehealthinitiative.org](http://www.ehealthinitiative.org)

# Health Information Exchange Reactors Panel

- Moderator: **Jennifer Covich Bordenick**, Chief Operating Officer, eHealth Initiative
- Health Information Exchange Reactor Panel
  - **Ted Kremer**, Executive Director, Rochester RHIO
  - **Trudi Matthews**, Director of Policy and Public Relations, HealthBridge
  - **Jamie Welch**, Chief Information Officer, Louisiana Rural Health Information Exchange (LARHIX)

# Questions for the Panelists?

**Please feel free to use the chat feature located in the lower-left corner of your screen or notify the operator by pressing “14” to ask your question.**

# **Closing Remarks**

**Jennifer Covich Bordenick**  
Chief Operating Officer, eHealth  
Initiative

# Upcoming Events

- **August 6<sup>th</sup>** – eHI Policy Webinar, “State Reactions to the HITECH Act: Adoption, Implementation, and Exchange”
- **August 13<sup>th</sup>** – AHRQ Web Conference on HIE Implementation
- **August 18<sup>th</sup>** – eHI E-Prescribing Webinar, “What Is It and How Do I Get Started?”
- **September 10-11** – National Medical Informatics Symposium, Spokane, WA
- **September 24-25** – CBI’s Access Federal Stimulus Incentives for Electronic Health Records

More information available at

<http://ehealthinitiative.org/events/default.aspx>

# Questions About the Report and Survey?

- Contact Brett Andriesen at [Brett.Andriesen@ehealthinitiative.org](mailto:Brett.Andriesen@ehealthinitiative.org)

# Thank You to InterSystems

Thank you for supporting the dissemination of the results of the eHealth Initiative's 2009 *Sixth Annual Survey of Health Information Exchange*

# INTERSYSTEMS

# Migrating Toward Meaningful Use: The State of Health Information Exchange

A Report Based on the Results of the eHealth Initiative's 2009  
Sixth Annual Survey of Health Information Exchange

